

Super User Call

June 26th, 2017



Introduction

Welcome

- Today's Agenda:

- Training Dates
- Training Locations
- Training Sign-Ups
- Training Information
- How Pilot is Going
- Level 3 Certs

- Retailor Training plan
- How to Submit UPC's
- Questions



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Training Dates

Pilot- Done

State Wide

- Training 1 August 22nd-23rd
 - Helena
 - Helena Training Center Airport
- Training 2 August 29th-30th
 - Great Falls
 - 201 First Street South, Suite #1

State Wide

- Training 3 September 6th-7th
 - Billings
 - 111 North 31st Street
- Training 4 September 12th-13th
 - Missoula
 - 2677 Palmer, Suite 100



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Training Sign-Ups

- Pilot Area: Done
- State Wide:
 - First come first serve for dates
 - Almost everyone was able to have their first pick
 - State Office did the best they could to fit staff where there was room
 - Prioritized staff members due to space
 - Super User, CPA, RD, AIDE, BPC, Directors
 - Training information will be sent out to staff this week
 - Confirmation of training location, homework, etc.
 - If your agency does not send all staff, it is your responsibility to training them. There is a training verification form that must be submitted to myself to show the training was provided.

Training Information

- There will be a list of hotels that had state rate rooms available sent to each person
 - A block of rooms were made in Missoula due to room rates
- Reimbursement forms will be given out at the training
- **PLEASE TRAVEL TOGETHER**

General Reminders

- May want to schedule light the first few weeks of rollout.
- May want to block off time the week before rollout for prep.
 - Update food packages
 - Get materials ready (Food List, Participant Booklet, Cardholder, etc.)
 - Training staff, etc.
 - This was discussed on June's conference call- PLEASE REVIEW!

Pilot

- Phase 1 rolled out June 8th and 9th
- Phase 2 rolled out June 15th and 16th
- Clinic staff felt it was easier than they thought
- Clinic staff said they felt prepared
- A few hiccups with UPC's - Fixed
- Self check outs are not working

Level 3 Certs

- Purpose is final end-to-end POS testing for eWIC readiness.
- Testing normal transaction procedures, but also will test for anticipated problems.
- Coordinating with POS providers to be on-site during certifications, very effective training strategy.
- Developing strategy for L3 statewide, are seeking contractors to assist.

Retailor Training Plan

- Training conducted using:
 - Memos – 5/8/17, 5/15/17, 5/22/17
 - Conference calls – Pilot call 5/19/17, statewide June 23 and late August
 - in-person during L3 certs

Retailor Training Topics

- PLU mapping requirement
- Process for submitting UPC for review
- APL available for system testing
- Explain “rolling MAR”
- Detail steps of the transaction
- Retailer contract amendments to reflect eWIC
- Policy requirements for POS fees and maintenance
- In-store training responsibilities
- Troubleshooting POS issues, who to call with which types of issues

How to Submit UPC's

- Required information:
 - UPC Code
 - Product brand and name
 - Product type (cereal, milk etc.)
 - Product Size
 - Store where product is available
 - Submitters contact information
 - The front label and the nutrition label of the food request for review
- Two ways to submit:
 - Online fillable form
 - WIC Shopper app (will be discussed on the June conference call)

Questions

- “I just printed July, August and September benefits for an infant. We scheduled her next appointment for 9/15/17. If she doesn’t use all her paper WIC benefits before that appointment, will those be converted to the card?”
 - No, if any redemption has happened, the participant will have to wait until the next month for the eWIC benefits.

Questions

- “When should be we giving out the new food list?”
 - If you are issuing September benefits, you should be giving the “two pager” food list.
 - The new food list booklet will be given to participants starting September 14th.

Questions

- “When exactly will we be able to start putting in the food packages for eWIC?”
 - We want you to wait until the beginning of September.

Questions

- “Can we still upload 3 months of benefits on the eWIC card?”
 - Yes, you will still be able to issue 3 months.

Questions

- “What is the ETA for the new food list?”
 - The new food list/participant booklet, will be shipped out mid/late August to all agencies.



Questions

- “What is the website that the participants will use to access what benefits they will have remaining and to set up their pin?”
 - www.myBNFT.com or 1-844-583-3237
 - You have to set up an account with a email address. We spend time during the 2 day training, showing you the site.

Questions

- “What is the roll of the Super User?”
 - Point of contact for State Office and Local Agency Staff
 - Super Users have been attending monthly conference calls
 - Each agency has at least one
 - Must attend eWIC training
 - Will be responsible to train local agency staff that do not attend eWIC training

Dates for Calls

- All calls will be at 9:00AM
- All calls will be WebEx and recorded
- Mostly the **last Monday** of the month:
 - July 31st
 - August 28th
 - September 25th



Questions?